

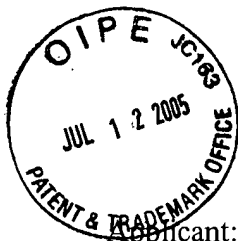
07-14-05

Expedited Procedure

Under

37 CFR § 1.116

AF
JFW



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Q.H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Attorney Docket No.: 27996-133 (formerly
103180-45024)
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:


Transmitted herewith for filing in the present application are the following documents:

1. Response Under 37 C.F.R. § 1.111 [11 pgs.]; and
2. Return postcard.

The Director is authorized to charge any additional fees that may be due, or credit any overpayment of same, to Deposit Account No. **50-0311**, Ref. No. 27996-133, Customer No. **35437**.

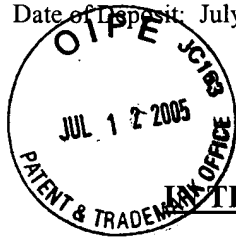
Date: July 12, 2005

Respectfully submitted,


Richard M. Lehrer
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**Expedited Procedure
Under
37 CFR § 1.116**



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RESPONSE UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action, dated April 22, 2005 please amend the application as follows:

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.